

Eddie Sleeper

From: Teresa Frazer Gravlin <ctr91625@centurytel.net>
Sent: Tuesday, February 13, 2018 12:44 PM
To: Eddie Sleeper
Cc: Rep. Darrin Camilleri (District 23); Rep. Tim Sneller (District 50); Rep. Shane Hernandez (District 83)
Subject: Testimony for February 13, 2018 Energy Committee Hearing

I am writing in regard to DTE overbilling customers. In January 2018, I realized that I had not received my Jan bill from DTE. I called them and was told that someone had requested the power be shut off to my residence by a phone call on Nov 8, 2017. This was not made by me and my power was never shut off. I have lived in my home since 2001 and have never had the power shut off. I was told that it was good that I called as otherwise I might be accused of stealing electricity from DTE. I was then promised a return phone call after they figured out the problem. After 2 days of waiting, I called them back. I was told that it was a "system glitch" and they would adjust my bill accordingly. Mind you, I have made monthly payments to DTE. When I again called them back after receiving my adjusted bill of now \$321, (which is about \$200-\$250 more than normal) the representative from DTE attempted 3 times to explain to me their billing process because even though I paid in Oct, Nov, and Dec, they billed me for 96 days. I should only owe for the month of January and not for 96 days of electricity. Frustrated and unhappy, I finally gave up as the rep could not explain it in terms that I was able to make sense of. I did point out to her that they are billing me for 93.4 KWH used at my home in a month when my electricity was supposedly shut off. She told me that the billing dates they are billing for are Oct 19 to Nov 8, 2017, Nov 13 to Nov 17, Nov 17 to Dec 18, and Dec 19 to Jan 22, 2018. I made payment twice in October, once in Nov and Dec 2017; therefore, how can I possibly owe for Oct, Nov and Dec? This makes no sense. I am running nothing new, my heat bill is basically the same as it has always been (natural gas) and my air conditioner runs off its own meter so that is not the issue either.

DTE says I used 93.4 KWH in Nov. It then dropped to 27.8 KWH in Dec and in October 2017 it was 37.1 KWH used. From Dec 16, 2017 to Jan, 20, 2018, their site shows I used 763 KWH and this month it shows 2568 KWH used.

I am unclear as to whether there is a smater meter on my home or if it is the old analog one. I believe it is the old one, but obviously there are SERIOUS issues with their billing process as well. I am tired of getting nowhere with these people. Their only "help" was to tell me that I can make payment arrangements for this outrageous bill. I also question their use of the word "actual" meter reading on my bill as there have been no DTE meter readers or trucks in my driveway in over a year!

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